

**E-ADUAN PROTOTYPE SYSTEM FOR STUDENT
RESIDENTIAL HALL**

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ABSTRACT

In today's information world, where the internet and web technology are used widely, it is significant for an organization to own an e-Aduan system to make complaint via online to improved communication between user and organization, increase efficiency and be competitive. In order to succeed an organization also must depend on information from complaints, suggestions, and feedbacks of user to improve the organization's performance. Therefore, this study was carried out in order to develop a prototype of e-Aduan system. This e-Aduan System will be used by staff and student of student residential hall MISC to help them to manage complaint records and to make complaints about accommodation, services and facilities that have been provided by student residential hall MISC in a systematic way. Furthermore, e-Aduan System will be using English communication language to ensure that it is easy to understand by students of various nationalities.

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LIST OF ABBREVIATIONS

| | |
|------|--|
| DPP | Dewan Penginapan Pelajar |
| UUM | Universiti Utara Malaysia |
| MISC | Malaysia International Ship Company Berhad |
| SDLC | System Development Life Cycle |
| PHP | Hypertext Processor |

CHAPTER 1

INTRODUCTION

In this day and age, online system is one of technology advanced that become important, where this online system play a major role in management of an organization. This is because online system functions are in stored data and retrieved data that own by an organization. An online system can be defined as electronic interactive system that sent information. In this situation, sending information is done by using internet connection either by wired network, wireless network or mobile wireless network (Britanica, 2005). Hence, it is an advantage if use online application systems because it is supple and quick admission to huge of data.

A computer is an influential tool, where it can commit an information processing cycles and also because of its competence to store data, instructions and information in enormous amount. Additionally, with the internet functionality, the computer becomes more influential. Internet can be defined as a network, where it is the largest network in the world, where it working by having link together with millions of business, government offices, educational institution and individuals. The World Wide Web (WWW) is the most famous and influential network information system of host computers that give online information in a definite hypertext format. Other than that, the web also can be well thought-out as large semi-structured database that grip a gigantic amount of functional information.

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